Please stand by for realtime captions.

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[ Captioner on stand by. Program to begin at 3:05 P.M. ] Program to begin at 3:05 P.M. ]

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Good day and welcome to the National Employment Network Payments conference call. Today's conference is being recorded. At this time I'd like to turn the conference over to Adele.

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Thank you very much and thank you for joining us this afternoon. Again, welcome to the quarterly payments call and basically I'm on the line right now to talk about our platform that we are currently using. If we go to the next slide, you will see we have moved on to the ReadyTalk platform. The same company you used to dial in for the audio portion. We have now switched over to the visual portion. Just to give you a few tips on how to use it if you don't already know how, ReadyTalk provides the options to bring the presentation into full-screen mode and by pressing this button that you see here towards the right, you will have the opportunity to go into full-screen. Just make sure you don't press the button to the right where you see it is the exit conference button or else you will have to come back in. If you want to go to full-screen, just click the little button you see there at the top. Next slide, please. ReadyTalk does give an opportunity for raising your hand. We will ask you disregard that during the event. We don't actually use this feature during the presentation. What you can do instead is press 1 on your phone during the Q&A segment or ask your questions directly in the chat at any time during the call. If by chance you accidentally press that button, you can either press it again to lower your hand or the administrator will lower that manually throughout the call. Next slide. ReadyTalk hides the chat by default so you can see the full presentation in its larger form. All you would have to do is press the chat with everyone button in the lower left-hand side and then you can chat and the participant list and panel will come up and we will show you in the next slide, once you click on chat with everyone you can click the group chat everyone you can click the group chat which you see towards the top underlined. You can switch the participant view to the chat view. Now you should be able to type your message into the text box at the bottom of the panel. And of course you can press the left facing arrow and that will hide the chat panel if you want to just view the presentation in its full-screen size. Let's make sure everyone is able to chat. You can type in a few things in the chat and make sure that is working for you. Very good. I see everyone is doing a few things. I won't take up too much time. I'm not that important here. What is important is that you are here and I will hand that over to Kimberly our payments manager.

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Thank you, Adele and thank you for attending the all EN Payments model today. The remainder of the call as Adele has mentioned will focus on the EN Payments section and we will provide insight into the payments process. I would first like to reiterate the announcement that was sent out to providers on Thursday, October 18, with changes to Employment Network overpayment recoupment. This is a method -- message that was sent out to all providers on Thursday, October 18 and effective November 1, in a couple days, the Social Security Administration will no longer accept checks as repayment for Employment Network overpayment. You will have 10 days to dispute any overpayments and after that SSA will initiate payment recovery using first pending evidentiary payment from the named Ticketholder or Ticketholders and second from any other Ticketholders assigned to the EN where payments may be due until SSA recoups all overpaid funds. E ends with a -- ENs with a current repayment agreement will continue to have their payments withheld according to that agreement, however, checks will not be accepted as a form of repayment. Please note that any unresolved overpayments may result in the termination of your Ticket program agreement with SSA. If you should have any questions, please contact Janice Edwards at ttw.payment.support@ssa.gov. During this presentation we will provide information on the following agenda topics. Phase 1 milestone relationship requirements. Certification of services, the statement form and we will also provide Ticket program available resources and then at the end we will have time for questions and answers. We will go ahead and move on without -- our first agenda topic which is the phase 1 milestone relationship requirement or PMRR. Effective August 1, 2018, Social Security implemented a new policy. In order Social Security implemented a new policy. In order to receive a phase 1 milestone payment, ENs must submit proof of a relationship in addition to meeting all other payment requirements. If an EN cannot provide sufficient proof of relationship by submitting the required documentation, the Ticket will be unassigned from the EN. Continuing with the phase 1 Milestone Relationship Requirement on the next slide, they should not request a phase 1 milestone payment without having proof of earnings and proof of relationship readily available. Both proof of earnings and proof of relationship must cover the entire phase 1 milestone period and that includes one month for phase 1 milestone one, three months for phase 1 milestone two payments and six months for phase 1 milestone three and nine months for phase 1 milestone for. It is very important to note here when you are providing -- requesting a phase 1 milestone payment that you must provide proof of earnings and proof of relationship to cover that entire milestone period. The examples that I just read of the requirements needed for each payment. On the next slide, for phase 1 Milestone Relationship Requirement, refer to the chart below to see all acceptable forms of evidence for proof of earnings and proof of relationship requirements. As you can see here on the chart on the left-hand side we have what we accept as acceptable proof of earnings and that information has not changed. The proof of earnings, that rule has not changed but what we added was when submitting the type of evidence on the left side of the chart, on the right side of the chart we are explaining or showing you what required proof of relationship you will need. If you are submitting a paystub or a paystub for your request, then you do not need to submit any additional information for proof of relationship. Pay stubs are a standalone. They provide proof of earnings and proof of relationship. If you are submitting evidence of earnings through the work number, employee prepared earnings statement or you get the message when submitting your case to the portal, you get the message earnings already established in the SSA system -- you must submit paystub or certification of services. Of course you have your proof of earnings through those documents but you still would be required for proof of relationship which would need to come in the form of a paystub or your COS. One may ask what is proof of a relationship? Proof of a relationship can be either pay stubs or documentation of intensive employment support services and monthly contact with beneficiaries during the Phase 1 milestone period. ENs must document all services including dates provided to the beneficiary during the entire period of the claim using the COS form. Phase 1 milestones require monthly contact about the beneficiary. Quarterly contact does not show proof of a relationship. If an EN is unable to establish proof of relationship at any point during the Phase 1 milestone period, the Ticket will be unassigned from the EN. On the next slide what we have provided is a scenario and we want to walk through this scenario together. An EN submits to claims based on the portal message earnings already established. They are asking for Phase 1 milestone one for claim month July 2017 and Phase 1 milestone two for claim month September 2017. There are three months of earnings to satisfy the earnings requirement. We have the earnings requirement, Phase 1 milestone one requires one month of earnings which we know is

July 2017 and Phase 1 milestone two requires two additional months of earnings and there you have August 2017 and September 2017. The EN is required to provide proof of a relationship for all three months, July, August and September 2017 by submitting pay stubs or documentation with dates and a list of detailed services provided. Again, this is a scenario where the EN is submitting a case through the portal and you receive that message earnings already proven or established. We have proof of earnings, now it is a responsibility of the provider or EN to provide proof of relationship. Pay stubs are preferred and if you have pay stubs, we mentioned pay stubs are standalone because they provide proof of earnings and proof of relationship. The EN would need to submit paystub's or submit the certification of services and a list of the services provided and we need to make sure you are detailed in those services. We didn't just out there, we have a scenario 2, in this case payments already made to the EN prior to the implementation of the Phase 1 milestone relationship requirement, they received Phase 1 milestone one for claim month February 2018 based on earnings submitted from the work number. They received Phase 1 milestone two for claim month April 2018 based on earnings for the work number also. The EN now submits the claim for Phase 1 milestone three for July 2018 and includes pay stubs for May, June and July. The earnings requirement for Phase 1 milestone 3 is six months within 12 months. There are six months of trial work level earnings in the system to satisfy the earnings requirement but only three months of pay stubs and that was from May through July so we only have three months of pay stubs to satisfy the Phase 1 milestone requirement. So looking at this scenario, they were paid from the work number and going back to the chart a few slides back, if you submit earnings based on a work number you must submit proof of relationship. In this case the EN is required to provide proof of relationship for January through April 2018, by submitting pay stubs or documentation with dates and a list of detailed services provided during the milestone period. One of the reasons we wanted to include this scenario is because we understand that there are payments that EN -- ENs have received prior to the August one effective date providing proof of relationship. Since that information or policy was implemented, any previous payments that you received for claim months that will be included to satisfy an additional claim, you must have proof of relationship. In this case, Phase 1 -- Phase 1 Milestone 1 were paid from the work number and that is why we are asking you to provide proof of relationship for those months. Here we have a handy flowchart and hopefully it will connect everything I was going over with the different scenarios. You will see at the top of the flowchart, EN claim month for Phase 1 milestone B of the Ticket portal. Then we go and ask our sufficient earnings and SSA's system? If yes, we look to the left. EN submits evidence of a relationship either a paystub or COS. Earnings already established in the system -- that is in earnings requirement but you still won't satisfy the proof of relationship. If sufficient innings -- earnings are no, they submit evidence of earnings. If the evidence of earnings they submit our pay stubs look to your left where it says yes and the EN has satisfied both the earnings and relationship requirements because pay stubs are a standalone. Does the EN submit a paystub? No. Then they submit a COS to satisfy the relationship requirements. In the scenario where we are asking does the EN submit a paystub and we say no, the EN is submitting at this point either the employee prepared earnings statement or the work number so we have to have proof of relationship so they would need to submit a COS. Once we have the proof of relationship, and we have the proof of earnings, then the payment can be processed. Because the EN has now satisfied both of the requirements. [ Captioners transitioning ]

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For the next portion we are going to cover certification of services. The next flu sites -- few slides going to that information. What are certification of services? Certifications of services are documentation of services provided for Ticketholders. A EN must submit a detailed list of services to Ticketholders for three purposes, one for annual services and supports review. When providing proof our relationship for P1M1 in lieu of pay stubs. And for requesting payment after Ticketholder unassigned Tickets. Providing proof of relationship for milestone payments in lieu of pay stubs. The certification of services does not replace -- you have to make sure you have the earnings. Our do not want individuals to think that if you don't have it you just have to submit a certification of services but you have to have earnings first. These are some of the questions we received on previous calls. There was some confusions because you have to submit for payment requests and for services and supports review. This chart helps provide when and how to submit it. When do you submit the COS? To provide proof of relationship for P1M2 in lieu of pace -- P1M1 in lieu of pay stubs in requesting four Tickets unassigned by the Ticketholder. That is when you would submit a COS for payment. Because this is a payments call I will send -- focus on when you submitted for payments. At your leisure you can see when it is submitted for services and supports review. Again under the question column and focusing on payments. How do you submit the COS? The fax number is listed on the Ticket portal generated fax cover sheet. When you submit your payment request there is a fax cover sheet that is generated. If for some reason you have to submit your request manually, fax your certification of services to the fax number provided on your screen. What time period should my COS cover? It should cover all the months required to cover the milestone period or period that is requested for in unassigned Ticket. You want to make sure you are covering that. Of time. You want to be clear when you are submitting your request. When should you have to include with the costs -- COS? Day in detailed services provided to the Ticketholder during the period. You do not just want to send in random dates, you want to make sure there is a detailed services listed with the dates you are sending in when you submit your request.

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The next slide provides examples of acceptable services for employment support. These are just examples and do not include all of the services that one may provide J beneficiary. The intent of the next couple of slides is to provide some examples. Some services you have here are career counseling, job accommodations, job training and coaches and to the right you will see a description. For a service of career counseling a description for that is EN must provide one-on-one sessions to assess the beneficiaries skills and educational background to find jobs or trades for which they are qualified. This includes at least one hour of career counseling and guidance. This is just to provide some acceptable services for employment support. Those examples are continued on the next slide. You will see an example of a service like job placement assistance and ongoing employment support. We just wanted to share acceptable services for employment support.

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Now that we have talked about certification of services and examples of what type of services are acceptable and when you should submit certification of services to show proof of relationship, the next couple of slides will focus on the certification of services statement form. The first example we will go over is an example of what a passing COS will look like. We wanted to show that when you submit for proof of relationship or submit the required COS form, this is the information we will look at when doing an assessment. We will show you what will cause a COS to pass. Here's the first part of the form. This information must be foldout by the gym one. -- EN. You must provide the Ticketholder’s name and Social Security number along with the assignment date. Then you want to submit they Ticket -- Ticketholder assignment number. Looking at the next slide we have where we ask you to list all services your EN provides. If you look here this is what we look for when establishing proof of relationship. As you can see the EN documented dates of services and a detailed description of the services. It does not have to be a lot of information it just has to be the date and a detailed list. An example here, on February 7 on February 7, 2018 they develop the IW -- IWP. The next month they spoke with the client regarding job search. What stands out here is the service is job search. This is just what we look for because it fails out by providing date Scott details and services. The next slide is the example with the last page of the form. The form must be signed. I want to make sure when using this form you must submit it. You cannot develop your own form. When completing this form you will need to make sure it is signed. That was an example of what a COS form will look like that will pass an assessment. The dates of service along with the list of services were provided.

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The next couple of slides provide an example of a COS that failed review. Here on the first page all the information is filled out. The next slide is where we ask the EN to list all the services provided. Here you will see the dates but these services are not was services were provided. They have a date of May 27 when they developed the IWP. On June 9 they left a voicemail and August 1 they left a voicemail. On voicemail. On September 15 they called the client. From here, we cannot determine what if any services were provided to the beneficiary during this time. This is why it is important to list out detailed descriptions of services provided. September 15, 2018 they put called client. What would have been sufficient is called client and spoke with them about revised the resume. Called client to provide job leads in the area. That is more detail and gives us a snapshot of the services provided. The last page is the page for the signature of the beneficiary. The reason why the EN would have failed this review is lack of detailed of services provided. What we want to cover here is go over frequently asked questions that we were able to capture in previous calls. You may have the same questions.

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Can I use the same COS form for all P1M1?

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Yes, as long as the COS divides evidence of a relationship for each month of the payment being requested. You must submit a COS with each P1M1 payment request. Even if it is the same one used before with the correct months documented. If you are asking for a P1M1 when you submit certification for services that range may only cover that particular month. When you are asking for a P1M2 or P1M3 then that requires more months of services and proof of relationship. You would have to submit your request with each payment making sure that the certification of services will include that milestone range.

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How should EN submit phase 1 request?

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EN's must submit P1M1 via the Ticket portal. And some instances phase 1 milestone payment requests must be submitted manually. The portal may not accept the claim month submitted. You must attempt to go through the portal first but if you are unable to submit the request please submit it manually.

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Are there any changes to the acceptable forms of primary evidence for payment?

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Know, EN's can still submit pay stubs copper per -- employee prepared earnings statements, or the work number if earnings are not already in SSA system. That policy did not change. They are still acceptable forms of earnings.

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If the Ticket portal shows earnings already proven can we continue to request a payment without submitting a paystub?

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EN's requesting phase 2 milestones and outcome payments do not need to submit a paystub. EN submitting phase 1 milestone payments must submit either a paystub or COS as proof of relationship, even with the earnings proven on the SSA system. If the earnings already proven in the system you can submit for payment and of all other payment required is met we will process that payment. The proof of relationship is for phase 1 milestones. Even if you get the message and earnings are proven you would need to submit pay stubs or certification of services.

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If we can submit a COS instead of pay stubs how would we know when they actually meet the TWL for a particular month?

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A COS is not a form of primary earning evidence. A COS cannot be submitted in lieu of pay stubs. You are only submitting a COS after earnings have been established. If it is a paystub that is fine but anytime you are submitting for payment in your primary earnings are the earnings you are requesting payment they work number and employee prepared earnings statements or earnings proved in the system, you must submit certification of services.

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What happens if and EN submits the phase 1 milestone for the wrong attainment month quick

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TPM will adjust the claim month to ensure the milestones are evaluated for the correct attainment month. The payment request for incorrect claim month will be denied and TPM will create a payment request for the correct month and diary the case. An EN will have 30 days to provide pay stubs or a COS for the correct month. The reason is to give you that 30 days to provide proof of relationship. So we will deny the request that claim month and we will reach out and give you the opportunity to provide proof of relationship via paystub or cost for the correct attainment month.

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If TPM unassigned a Ticket due to a failed COS determination and the beneficiary requests that the same EN reassign his or her Ticket, what happens with the phase 1 milestones since the EN previously failed the COS determination?

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If the Ticketholder is reassigned to the same EN and the EN is able to submit proof of relationship with the phase 1 milestone payment, the EN is allowed to receive the payment.

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That was a list of the frequently asked questions that we wanted to cover. You may have the same questions so we wanted to touch base on that. On the next slide are they resources for TPM. I have mentioned throughout the presentation certification of services and the COS form. Here you can see where you can locate the form. Remember when submitting certification of services the form located at this link will be required. EN develop forms are not accept it -- accepted. We do have the phone line for Monday through Friday 9 AM to 5 PM Eastern time. You can see the number on your screen. If you're calling for the payments helpdesk it is option one and system helpdesk is option two. We have also provided an email for any payment issues. Please feel free to email the help desk at the link on your screen. For questions and issues related to Ticket assignment the service provider website and Ticket portal you would contact the email ensystemhelp@yourtickettowork.ssa.gov. Those are a few resources available to you. I know that was a lot of information that we covered. At this time what we will do is open the lines for questions. I would like to first see if we have any questions in the chat.

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If you would like to question please press star and the number one. We will pause to allow everyone and opportunity to signal for a question.

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Do we have any questions in the chat?

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Yes, I am going through the process of cleaning up the questions. If you would like you can take a question from the phone line 1st.

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The first question comes from Deborah.

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I missed slide four where you were saying something about the EN being denied. Can you go over slide number four please. I am taking notes. You are saying something about the relationship garment. -- Requirement.

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Effective August 1 Social Security implemented a new policy. In order to receive a phase 1 milestone payment EN's must submit proof of relationship in addition to meeting all other payment requirements. If an EN cannot provide sufficient proof of relationship by submitting the required documentation the Ticket will be unassigned. Is that the information you are looking for?

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Yes. Thank you.

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The next question comes from Stacy Clark.

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I don't know if others are having this problem but I would say 95% of my beneficiaries no longer receive what is an old-fashioned paystub. The only thing the employer sends them is employment statements produced by ADP. They are not called pay stubs because they are direct deposit. Everyone in my beneficiaries get the statements mailed. It does break down the taxes it is not a paystub. I just wanted to clarify, does that count as a sufficient paystub?

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Most of the statements that look like a bank from ADP do have the Ticketholder’s name, hours, wages, taxes taken out. So they look like a paystub. It may not be called a paystub but they have all of the same information that a paystub would have. Yes, we do accept those.

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That is what I'm trying to clarify. I talk to the payment of line -- helpline. There has been some confusion. They look like a paystub but has a company name and the clients name and the pay period beginning and end along with the hours and taxes. What is deceiving is payments people -- when I do it on the portal I select paystub if that's what it looks like?

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Yes.

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I am trying to differentiate so I will know between an employment generated earnings statement which is what it says on the top. What would be on an employer generated statement? Would it not look like a paystub?

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The employer prepared statement is an actual form you can get off our website. Where they fill in the hours wages and earnings. It is signed by the representative from the employer.

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Thank you.

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Reminder it is star and the number one for questions.

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The question I had has to do with paystub spirit I'm going to piggyback on the person that was on. Today I received pay stubs but they do not look like pay stubs. There is nothing to indicate they are paystub's. And for large amounts of money. The person is a truck driver. What I am not understanding is there is nothing to indicate that these are paystub's. He did not sign any tax forms. They do not take out anything or show a start or end date. It does not show a gross just the dollar amount. However it was say the type of check. I have four of these and do not in out -- know what to do with it.

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Based on the information you just described, that looks like your beneficiary is self-employed.

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He is not self-employed. He works for a company -- worked for the company before his stroke and they called him to come back. He is a contractor. The information you have is not a paystub.

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The way to tell is are they taking taxes out?

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Now.

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Right. So it sounds as if the truck driver in this case is employed by the trucking firm but is a contractor meaning he or she is supposed to support -- report their earnings. He gets treated like a self-employed case which means until the person pays their taxes either each quarter or the end of the year, you would not be able to submit for payment until his taxes are paid and the information gets from IRS to SSA and then putting it in the system.

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10-Q.

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John do we have any questions?

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We have a large list of questions. Start from the beginning. If I did not get in email how can I get a copy of these changes quite

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You should be able to go on the website under announcements.

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Can we get some sort of standardized report that tells us the name of the holder, the amount, where the overpayment will be taken for and the date of when the overpayment will be taken and the reason for overpayment?

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For any questions regarding overpayments that they contact Janice Edwards at ttw.payment.support@SSA.gov. She will be able to provide that information. If there isn't overpayment she was then contact you and that information will be provided. Social Security number, name of the beneficiary, the overpayment and the next steps. I was adjust any questions you reach out to the email address I just gave you. . Expect this is Cara from Social Security. There has been changes for overpayments. All EN's were notified. They will receive the information on which case number the overpayment is for. We are no longer sending names or Social Security numbers. Therefore the file will not need to be encrypted. So they will not be any PII. The EN will have 10 days if they have evidence to the contrary. After that we will start recouping payments from future payments. And not necessarily from the beneficiary that was overpaid. SSA for our accounting purposes we need to recoup the payment.

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Thank you. Our next question comes from Diana who asked if you could repeat the part where if you do not provide proof of relationship the Ticket will be as unassigned.

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Who will be designing and will the EN be notified?

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As far as the information about the Ticket being unassigned that is on the slide right now. If the EN cannot provide proof of relationship by submitting the required documentation. In that case if the EN is unable to provide proof of relationship the case will be reviewed and a decision will be made in as its unassigned it will be unassigned by TPM.

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I just want you to know that as far as the Ticket being unassigned, there will be attempts for the EN to provide proof of relationship. But if they are unable to do so after we outreach and let them know what is missing then at that time a decision will be made to unassigned the Ticket.

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That answers half of the next question.

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Can we challenge it? If we submit additional documents?

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I'm going to answer now is someone from SSA can provide clarity on that. The Ticket will be -- you cannot provide proof of relationship. And the case will be denied. There will be a denied reason. Then a decision will be made that the Ticket will be unassigned. There will be information sent after that but I do not know that -- there will be information sent notifying you that there will be in an assignment. I would suggest that when submitting for phase 1 milestone one and you do not have pay stubs to provide proof of earnings and proof of relationship that you provide certification of services within a timely manner and making sure it has the dates of the services provided with a detailed description. And to help prevent having the Ticket unassigned when you are requesting a phase 1 milestone one through the portal it is not based on paystub and at the time you're submitting submit your certification of services.

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Our next question comes from Wendy who asks why we need to provide intensive employment if the individuals are working?

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Is not that were saying you have to provide intensive services while they are employed but we are asking you to check up on your Ticketholder quarterly because this is a person who is deemed disabled by Social Security. You do not know if they may require more services or stop working at any point. That is just the responsibility of the EN to keep up with their Ticketholder.

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Did you mean monthly checks

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I apologize, yes during the phase 1 is should be modestly. Especially during the phase I period because they just started the job. Is not like they have been working for three or four years and many times we found that people do not continue employment in that first year when they are disabled.

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We have had several questions a confusion about quarterly versus monthly contact. People have been asking if they received a phase 1 milestone for July 2017 and four November 4 November 2017. At that time the requirement was quarterly contact. Will they be required to prove monthly contact? If so how because they were only required quarterly contact originally quick --?

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This is Kimberly. Again, since this went into effect August 1 and we do understand that the beneficiary may have received payment prior to the effective date. At this point we would expect the EN to provide proof of relationship. I completely understand that it used to be quarterly and now we're asking they provide monthly. Please remember that is not the only thing we look at. We look at the services provided during that range. I would suggest when sending and certification of services that you are very detailed in what you did provide. So if you are only providing quarterly contact before the requirement and we need to see a detailed list of services of what was being provided during that time. We will perform an assessment of the information you send it.

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What are the relationship requirements for sending someone to school prior to returning to work?

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This is Kimberly. After the Ticket is assigned and you assisted him going back to school that is a service. That is a service you are providing to the Ticketholder. So when we provided examples of acceptable services that was not all inclusive period just be detailed with the list of services that you did provide to the beneficiary. And if assisting them and going back to school make sure you detail what that includes along with any other services you provided.

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This is Deborah. For that question we want to make sure that you are not talking about training prior to them getting any type of employment. If there is training when requesting a phase 1 milestone of course that would be a service you provided for that particular month but the point we want to make is for those month you are requesting phase 1 milestone payments the services have to be for those month.

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Thank you for the clarification.

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If individual reports that earnings have been submitted to SSA how are we able to determine what is occurred and identify which months to request? Or are these reported within the portal records?

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Please repeat the question.

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If an individual supports earnings submitted to SSA how are we able to determine that has occurred and identify which months to request? Our earnings doted within the portal record?

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Once the earnings have been submitted and the information has been posted to the database, when the EN submits for payment request that is when they would get the message that earnings are established. Now we have earnings information in the system. I'm not going to say that information is always from pay stubs but if you would at the message earnings establish that could be an indication that earnings were reported and entered into the system.

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The question as far as what would you know -- how would you know which month is in the system, if you're making a request for phase 1 milestones during the initial period if you are in contact with the beneficiary it you will have an idea of whether or not they have been working and what their earnings were four particular period. So you could submit your request for a particular attainment month. Sometimes it may be off a little bit but for the month you submit there may not be in there but for phase 1 milestone payments -- trial work period, you should have an idea of what months the beneficiary is working. That is why we have proof of relationship to stay in contact with the beneficiary.

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I do you have a few questions but I would like individuals on the phone to have the opportunity to ask a few questions. Do we have any questions in the queue?

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Our next question comes from Sabrina.

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Good afternoon.

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I want to address what I think is the elephant in the room. I have not heard anything and it was on the agenda but is E-Pay totally gone?

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This is Social Security. E-pay is not gone. Right now we are in the process of assessing each EN and determining the eligibility for E-pay. That should come out the last quarter of the year. In the meantime, you can still request payment through the portal.

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My second question is, we have quite a few consumers that are older that we have no way of contacting. We have tried calling in the numbers have been disconnected. I would assume that the majority of consumers when they move or their information has changed they will contact

Social Security to continue to receive it. With that being said, is there way Social Security could provide the ability to obtain the personal information in terms of contact.

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Social Security cannot do that.

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Let me just say one thing. If there are Ticketholders that you have not work with in a long time and you are not able to get a hold of them, the best thing to do is unassigned those Tickets. If a Ticketholder is older but after a certain age the Ticket terminates anyway.

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By older we mean Tickets we may have had for five years. During the process of working with Ticketholders lots of times we do try to make content but -- contact but we cannot force them to give the PII information such as change of address or change your phone number. A lot of times because they are afraid they will lose benefits they are free to let us know their address or if there any changes in employment. We are having to try to identify a way to get in touch but it is difficult and we do not have the capabilities that's why we asked that question. What happens when you have a consumer you have work with them submitted pay stubs for and they disappear.

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We understand. I hope we were able to answer the questions we have -- do have two -- we do understand your concerns. I would like to take a couple more questions. What we will do is take one question from the chat and one last question on the phone.

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The next question comes from Erin. Can the relation -- relationship be phone or text contact or does it have to be face-to-face?

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It does not have to be face-to-face. It can be phone, email contact. -- Text.

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Just make sure that when you provide your certification of services you need to be detailed in what was discussed would not be acceptable is to say March 12, 2018 called beneficiary. April 12, 2018 sent email to beneficiary. Providing the method of contact is needed along with the date and a description of the services.

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Evan one call from the phone.

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Next question comes from Robert Perkins.

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Good afternoon, everyone.

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Good afternoon.

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My question is about the new policy. It is more likely that intensive services happen within the first 90 days that they get placed. I am finding it hard over the last eight months to prove the monthly contacts because of the training that TPA gave us. If you cannot contact them there is a fallback system each quarter and we will see if there are any earnings. We transitioned from August but anything before August it is hard to go back and get the month-to-month service calls and contact needed to satisfy what you are looking for in the COS.

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To make sure I understand. Prior to August 1 you weren't necessarily able to reach out or you were doing it quarterly period

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If they will work and we did every 90 days. Sometimes they stay low after they work anyway. Or we have some that work part-time and then went to a full-time schedule. They do not necessarily let us know that they were working more hours. We normally tell them to report every quarter but if they stop now we go back to try to collect six months of pay stubs and some are missing. So we are having a challenge satisfying the new quarter. How we deal with that?

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Each case is treated differently but from the time of it -- Ticket assignment to a requested claim month if you are unable to get the pay stubs you would have to look in your case notes and the information note on the quarterly contact made and any services you may have provided. If you are unable to contact your beneficiaries I agree you will not be able to provide proof of relationship again, we are not in a position where we're going to say you used to do it that way don't worry about it but the understanding was when you assign a Ticket you are providing these services to a beneficiary. I would suggest look at your Kates notes -- case notes and services provided since you assign the Ticket and send the information and. If you lost contact with your beneficiary than there is the option to unassigned the Ticket. I go back to the new rule if you are not able to provide proof of relationship the Ticket will be unassigned.

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Are split payments still available?

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Yes there are cases that it is a possibility. I have a climate -- client working nine months and they went to another employment network. I'm trying to see the resolve. I'll see anything to request payments.

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What you would do is submit your payment request through the portal. Make sure you include the requirement and once we receive the payment if there is the possibility of a slip payment the case will be processed accordingly. You will be notified. They are still out there but we would not be able to determine that until you submit for request.

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This is care from Social Security. It -- if a beneficiary unassigned the Ticket in order for you to get a split payment or whole payment you have to request that payment than the Ticket program manager will request a COS for that payment and determine how many more payments up to 12 within 18 months after an assignment that you will be eligible for.

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Thank you.

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You're welcome. We are going to go ahead and end the call. I want to make sure that everyone knows to please submit your questions. We will make sure that we compile all the questions and post frequently asked questions to make sure we are addressing all of your questions. Please make sure you use the resources in the helpdesk for payment related questions or system issues. I understand we only have a certain amount of time to answer questions but we do not want any of the questions to go unanswered. Please be sure to contact the helpdesk if you should have any questions. We will try to provide information to the providers. When it comes to submitting for payment please make sure you understand this is new policy effective August 1. When you affect a phase 1 milestone payment and you do not have a stubs that you are submitting certifications of services as proof of relationship. We will continue to process cases and if your case is denied you will be able to see the reason. If you have questions contact the helpdesk and we will continue to outreach if the certification of services not have the information needed to process the claim. We wanted to give you the opportunity to provide that proof of relationship. Thank you all for joining today's call. We look forward to speaking to you on the next quarterly call. Enjoy the rest of your day.

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[ Event Concluded ] 